

DISPUTE SETTLEMENT REQUEST FORM

Registration Number
(filled by executives of banking Mediation function)

CUSTOMER'S IDENTITY

Full Name	<input type="text"/>	<input type="checkbox"/> M	<input type="checkbox"/> F
Full Address	<input type="text"/>		
		RT <input type="text"/>	RW <input type="text"/>
Area	<input type="text"/>	Subdistrict	<input type="text"/>
Regency/Mayorality	<input type="text"/>	Province	<input type="text"/>
		Postal Code	<input type="text"/>
Telephone/Fax Number	Residence <input type="text"/>		
	Office <input type="text"/>		
	Handphone <input type="text"/>		
	Fax <input type="text"/>		

DISPUTE TO BE MEDIATED

Name of Bank	<input type="text"/>	Branch Office	<input type="text"/>
Product/service disputed (i.e savings, deposit, credit card, ATM, etc.)	<input type="text"/>		
Account Number	<input type="text"/>		
Type of Dispute	<input type="checkbox"/> Interest / production-sharing / profit margin <input type="checkbox"/> Penalty <input type="checkbox"/> Administration Cost / Provision / Transaction <input type="checkbox"/> Failure / Delayed Transaction <input type="checkbox"/> Amount of Invoice / Account Balance <input type="checkbox"/> Others (specify)		
Subject of Dispute	<input type="text"/>		
	<i>If this column is insufficient, the problem may be described on a separate sheet</i>		
Amount of Claim	Rp. <input type="text"/>		
	In Words	<input type="text"/>	

The dispute has been undertaken for settlement with the Bank?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Registration number of claim to the Bank	<input type="text"/>	
Number of letter on claim settlement result from the Bank	<input type="text"/>	
Date of letter on claim settlement result from the Bank	<input type="text"/>	
Dispute filed has been processed in Banking Mediation facilitated by Bank Indonesia	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The dispute filed is not in the process or has been ruled by the arbitration or judicial board or there is no agreement facilitated by other Mediation institutions?		

SUPPORTING DOCUMENTS

Supporting documents attached:

- | | |
|--|--------------------------------|
| <input type="checkbox"/> Photocopy of self-identity evidence | <input type="checkbox"/> |
| <input type="checkbox"/> Photocopy of letter on claim settlement result | <input type="checkbox"/> |
| <input type="checkbox"/> Photocopy of transactional evidence | <input type="checkbox"/> |
| <input type="checkbox"/> Photocopy of power of attorney (if delegated) | <input type="checkbox"/> |
| <input type="checkbox"/> Statement letter sufficiently sealed that the dispute filed is not being processed or has been ruled
by other institutions | |

Attachment 2 to Bank Indonesia Circular Number 8/14/DPNP,
dated 1 June 2006

STATEMENT LETTER

In connection with the request for dispute settlement through the banking mediation, hereby I:

Name :

No. of Identity Evidence :

Address :

state truthfully that the problem I submit to the executives of the Banking Mediation function is not being processed or has not been ruled by the arbitration or judicial board or there has not been any agreement facilitated by any other mediation institutions.

If the statement above is not in accordance with the actual condition, the executives of the banking mediation shall be entitled to reject the request for the dispute settlement that I have submitted or discontinue the mediation process.

This statement letter is made conscientiously and without being forced to by any party whatsoever.

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Seal

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